

Role Profile

Assistant Head of Student Services

(Customer Experience & Engagement)

Salary:	Band 5
Working Hours:	Full Time – 35 hours per week for nominal purposes (Full time – 32 hours over four days from March 2024 during 4-day week pilot)
Contract:	Permanent
Reporting to:	Head of Student Services
Direct reports:	<p>Student Engagement & Relations Manager</p> <p>May require oversight of student roles as applicable.</p>
Critical links:	<p>Assistant Head Health & Wellbeing; Assistant Head Careers, Enterprise & Opportunities;</p> <p>Head of Student Administration & Systems; Head of Academic Operations;</p> <p>Principal Lecturer Programme Development (UOSIL)</p> <p>Student Journey team (UoS)</p>
Overall purpose/accountabilities:	<p>As a manager within student services, you will lead and champion student facing services to ensure a coherent student journey and excellent customer experience, aligned to strategic priorities and student outcomes.</p> <p>As Assistant Head Student Services (Student Support) you will directly lead and manage services including student welcome, student engagement, student enquiries and events. You will manage a team of c15 including a manager and two team leaders, responsible for ensuring an effective and efficient enquiries service, supporting students to navigate their experience successfully.</p> <p>You will champion and proactively manage business improvements and change, working across the service, to ensure a customer-centred approach delivering student success.</p>

Job Description

Effectively support achievement of student-centred and proactive culture; Work to continually enhance customer experience and improve student outcomes.

Provide operational management of student services in the following areas:

- **Student Engagement** including regular review of predictive analytics and related data, chairing student engagement meetings and taking ownership and oversight to ensure delivery of agreed plans and actions.
- **Student Enquiries** including managing informal and formal complaints, FAQs, quality assurance and operational management to meet KPIs and service levels.
- Student communications and student voice, proactively championing the student throughout their journey.
- **Business improvement** including leading and managing projects to develop and improve the student experience within Engagement & Enquiries and across wider student services.
- **Student welcome and enhancement** including leading our welcome experience, leading student events, supporting development of student insights and co-creation, and working collaboratively to develop and maintain an events calendar.

Manage and motivate your student-facing teams to provide an excellent student experience and customer service to positively impact student outcomes.

In collaboration with the Head of Student Services and other colleagues, manage and deliver business improvements and change; Project manage key change and improvement programmes.

Manage and develop student-facing contact channels and systems; work collaboratively with Systems and Records teams to ensure effective use and development of student-facing digital systems.

Develop and deliver, in collaboration with relevant teams and colleagues, UOSIL student engagement and retention initiatives.

Ensure teams work collaboratively as part of a wider multidisciplinary support, with a focus on key priorities.

Oversee reception services to ensure a welcoming and effective experience for students, staff, visitors and other customers.

Oversee the provision of consistent, accurate and high-quality advice, guidance and support to all students and staff delivered through the Student Gateway service. Lead and manage quality and knowledge sharing systems (e.g. quality reviews, FAQs, standard responses) to ensure information is timely, accurate and responds to student needs.

Lead and manage campus-wide pre-induction, induction and welcome activities and services, including online and face-to-face sessions. Coordinate all teams and departments so they are fully involved and to ensure students have a positive, supportive and welcoming experience.

Design and deliver review and evaluation of services within Student Services; Monitor and report ongoing performance of engagement and enquiries services, ensuring quality and compliance and demonstrable impact on student outcomes.

Ensure alignment and adherence to statutory, regulatory and University policies and procedures; provide effective risk and change management in response to the changing regulatory environment.

Contribute to service and departmental planning for Student Services; manage resources and budgets effectively.

Provide expert, informed, advice and guidance relevant to the portfolio, developing local procedures and implementation in response to internal and external drivers.

Proactively engage and maintain positive working relationships across the University; Work collaboratively across departments to ensure a coherent and accessible student journey and student experience.

Maintain an effective and positive relationship with the Student's Union and Student Representatives, working collaboratively to deliver shared objectives.

Contribute to compliance with institutional systems and processes regarding the effective investigation and resolution of student complaints and disciplinary processes; Support effective monitoring, evaluation and change in response to student complaints for UoSIL; Lead or coordinate complaints investigations as required.

Participate in, and Chair as required, student case reviews, ensuring effective management and of complex student cases, refer as required to the Safeguarding Lead or others as appropriate. Ensure students are supported appropriately, including monitoring case progress, actions and outcomes.

Deputise for the Head of Student Services and Assistant Heads as required.

Ensure UoSIL operates within and to the University's plan, priorities and associated initiatives.

Actively contribute to the annual University planning cycle and the development and delivery of the agreed UoSIL Business Plan, the underpinning priorities

Represent UoSIL at internal and external meetings and committees; contribute effectively to support and deliver agendas and objectives; Lead and participate in relevant working, steering, and task and finish groups.

Be an exemplar of best practice with regards to key institutional aims or commitments, including Health, Safety & Environment, Safeguarding & Prevent, Equality and Diversity and Social Responsibility

Ensure all appropriate regulatory and legal requirements are met and appropriate records maintained.

Provide inspiring and motivating leadership, using excellent interpersonal skills to deal with challenging situations.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Identify and participate in continuous professional development as appropriate.
 Be an exemplar of best practice with regards to key institutional aims or commitments, including Health, Safety & Environment, Safeguarding & Prevent, Equality and Diversity and Social Responsibility.

Undertake any other duties commensurate with the role as required.

Other factors:

This role will may require some occasional travel to attend events in support of institutional priorities or professional development. There may also be an occasional requirement to work outside of normal office hours and participate in appropriate on call cover arrangements.

The University of Sunderland in London is piloting a 4-day work week while remaining open to students from Monday to Friday. This means that the non-working day for this role could be any day of the week between Monday and Friday.

Student Services are available to students from 9am to 6pm.

Person Specification

Essential	Qualifications
	Relevant first degree or equivalent professional qualification or relevant experience.
	Experience
	A range of professional experience commensurate to the level of this role.
	Experience of leading and managing multi-channel services to customers.
	Experience of managing and developing customer-facing services, systems and related processes.
	Demonstrable experience of effective people management including the ability to hold people to account.
	Experience of measuring and reporting on service quality, value, impact and organisational effectiveness and leading on service improvement initiatives.
	Demonstrable experience of significant change management and leadership.

	<p>Skills & Attributes</p> <p>Well-developed knowledge of frontline service operations and an understanding of the key requirements to consistently deliver a customer-focused approach.</p> <p>A high level of self-motivation and ability to motivate and lead others.</p> <p>Understanding of the application of the legal frameworks and compliance requirements as relevant to the role.</p> <p>Understanding of the higher education environment commensurate with the level of the role.</p> <p>Demonstrable student/customer -centred thinking, including understanding of the support needs of non-traditional students.</p> <p>Willingness to take ownership whilst displaying resolve to be accountable for delivering against key service objectives.</p> <p>Ability to think through challenges holistically, identifying risks and issues and taking action to address both immediate and longer-term considerations.</p> <p>An effective influencer, with a 'can do' approach, able to objectively challenge and engage positively across stakeholder groups.</p> <p>Ability to balance day-to-day operational demands with drive to implement improvements to service.</p>
<p>Desirable</p>	<p>Experience</p> <p>Experience in the application of safeguarding awareness and/or holding a level of accountability for.</p> <p>Experience of delivering learning, training, workshops or similar events.</p> <p>Qualifications</p> <p>In customer experience or a related field, and/or membership of a relevant professional body.</p>

DATE CREATED: 1 February 2024.

